

13 September 2019

Information Rights & Compliance Team
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Our Ref: FOI/03413

Thank you for your request concerning data held on training for overseas visitor managers and like staff.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

QUESTIONS:

Non-clinical staff members who apply charging policy or engage in charging patients in your trust should be understood as including overseas visitor managers or any other non-clinical staff tasked with fulfilling a role of this type or kind.

In particular, I request:

- 1) Any pamphlets, brochures, handbooks, online materials (which can be sent to me as a PDF) or similar content that inform staff about exclusions and safeguarding;**
- 2) Details of any kind of training offered to these staff on applying exclusions and safeguarding, and whether such training is compulsory; and**
- 3) where available, the number, or percentage of, non-clinical staff designated to be involved in charging who have completed any training offered.**

ANSWER

Although HPFT complies with the law in this area, we have yet to charge any overseas visitors as they are only provided with emergency treatment which is not chargeable. We do not have any specific staff who deal with this area. Our clinical staff are requested to check GP entitlement on referral or admission. This has always been the case to ensure any non-Hertfordshire patients are referred to their responsible commissioner, so no additional training was necessary. We therefore do not believe these questions are relevant. Staff are aware of national guidance but no specific training materials have been necessary, nor has other training been offered.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

